# GOVERNMENT OF INDIA
# PETROLEUM AND NATURAL GAS
# LOK SABHA

UNSTARRED QUESTION NO:3191
ANSWERED ON:05.12.2016
Monitoring Mechanism for LPG Distribution Scheme
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**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

(a) whether there is any monitoring mechanism to supervise the LPG distribution scheme;
(b) if so, the details thereof and the salient features of the said scheme; and
(c) the other initiatives taken/proposed to be taken by the Government in this regard?

## Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) & (b) Public Sector Oil Marketing Companies (OMCs) monitor the working of their LPG distributors. They carry out surprise inspections at distributor's premises, conduct refill audits, surprise checks at customer's premises, en-route checking of delivery vehicles etc. Investigation is also undertaken on cases of complaints of any malpractice by LPG distributorships.
In all established cases of irregularities by distributorships, action is initiated against the concerned distributorships as per provisions of applicable Marketing Discipline Guidelines/Distributorship Agreement. (c) The following initiatives/steps have been taken to ensure smooth distribution of LPG :-
? LPG Marketing Discipline Guidelines (MDG) have been revised from time to time, covering all aspects of LPG marketing and to keep a check on erring distributorships. ? In order to have a more convenient, easy and effective way to enable the customer to air their complaints, Unique Toll Free Number 18002333555 is in operation for complaint registration through call centres on industry basis. ? Customer can also register their grievances on- line by visiting websites of OMCs. ? Customer Service Cells are available at the Area Offices during office hours on all working days. ? Customer feedback/complaint register is also maintained at LPG distributorship for registration of the complaint by a customer while visiting LPG showrooms. ? Know You Customer(KYC) initiatives are done for all new connections/multiple connections/transferred inactive customers so that customers with proper identity and address proof are enrolled at distributors. ? IVRS/SMS refill booking system has been introduced across the country in all regular distributorships, wherein customer get SMS on refill booking/generation of cash memo and refill delivery. ? Hosting of customer details including supply of LPG refills is done on transparency portal of OMCs for the benefit of customers and also as a tool for social audit. ? Dedicated toll-free number 18002666696 is set up to take enquiries, complaints and suggestions related to Pradhan Mantri Ujjwala Yojana.
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